

# ATTACHMENT 2

## Quick-entry guide for the Automated Voice Response system

The following entry strings can be used to check eligibility on the Automated Voice Response (AVR) system quickly. Information on the enclosed chart shown between brackets ([ ]) is entry information specific to the provider, recipient, or date(s). The abbreviations DOB and SSN refer to date of birth and social security number, respectively. Numerical values and the pound sign (#) indicate direct telephone keypad entries. Information may be entered prior to voice prompts, as long as it is entered in the appropriate sequence.

Generally, you cannot request eligibility information for future dates. However, if you verify eligibility for the current date, and this date is after the 20th of the month, the AVR system will give you eligibility status for the current month and the following month.

Type of Eligibility Search	Entry String
Checking eligibility for today by entering a recipient ID	1, 1, [provider ID], #, 1, 1, [recipient ID], #, 1, #, #
Checking eligibility for a specific date by entering a recipient ID	1, 1, [provider ID], #, 1, 1, [recipient ID], #, 1, [date from — MMDDYYYY], #, [date to — MMDDYYYY], #
Checking eligibility for today by entering DOB and SSN	1, 1, [provider ID], #, 1, 2, [DOB — MMDDYYYY], #, 1, [SSN], #, 1, #, #
Checking eligibility for a specific date by entering DOB and SSN	1, 1, [provider ID], #, 1, 2, [DOB — MMDDYYYY], #, 1, [SSN], #, 1, [date from — MMDDYYYY], #, [date to — MMDDYYYY]